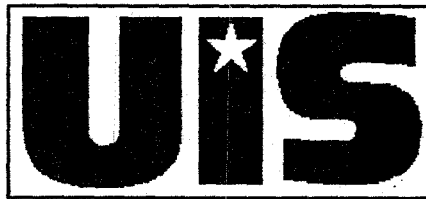


# **PROMPTNESS & WORKLOAD REPORT**

## **REGULAR STATE UI APPEALS**

**SECOND QUARTER FISCAL YEAR 1995**



**Office of Program Management  
Division of Program Dev. & Impl.  
May 1995**

**STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT**  
**SECOND QUARTER FISCAL YEAR 1995**

**SUMMARY**

The National average for lower authority appeals promptness performance was 11.1 percentage points above the 60% criterion, an increase of 2.7 percentage points from the previous quarter. A few more lower authority appeals were filed than were decided during the quarter, but not enough to be a cause for concern. An accurate number of cases pending at the end of the quarter is not currently available because at least two States are experiencing difficulties with their electronic tabulation of the number of pending cases. These problems should be remedied by the end of the next quarter. There was only a small difference between the average number of appeals filed per month and the average number of cases decided per month during the quarter. The signs for performance continuing to exceed the criteria in the Secretary's Standard are good.

Higher authority appeals performance showed a decline during the quarter, but the National average was still 10.5 percentage points above the 40% criterion, and 4.5 percentage points below the 80% criterion. About 100 fewer higher authority appeals were decided than were filed during the quarter, which resulted in a 0.5% increase in the number of pending cases. There still needs to be considerable improvement at the 75-day level. The ratio of pending cases to the average number of cases decided per month during the quarter is 2.62, down slightly from the previous quarter. Until this ratio begins to approach the optimum of approximately 1.00, there is need for continuing effort to reduce the number of pending cases.

**LOWER AUTHORITY APPEALS**

**30-Day Promptness Performance**

- o The National average for performance at the 30-day level for the quarter was 71.1%. This was 11.1 percentage points above the criterion (60.0%), 2.7 percentage points higher than the previous quarter, and 7.0 percentage points higher than the same quarter in FY 94.
- o Eight States did not meet the 30-day criterion for the quarter, six fewer than in the previous quarter. Three States, Arizona, Montana and Washington, were fairly

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close to meeting the criterion with performance above 50% in 30 days.

- o Four States, District of Columbia, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion, the same as in the previous quarter.

**45-Day Promptness Performance**

- o The national average for performance at the 45-day level for the quarter (87.3%) was 7.3 percentage points above the criterion (80.0%), 1.9 percentage points higher than in the previous quarter, and 4.5 percentage points higher than during the same quarter in FY 94.
- o Five States did not meet the 45-day criterion for the quarter, two fewer than in the previous quarter. One State, Washington, was fairly close to meeting the criterion with performance above 70% in 45 days. Three States, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion; these three States were in a similar condition in the previous quarter.

**Workload**

- o An accurate number of cases pending at the end of the quarter is not currently available because at least two States are experiencing difficulties with the electronic tabulation of the number of pending cases. These problems should be remedied by the end of the next quarter. The average number of appeals filed per month was about 800 more than the average number of decisions per month. This small imbalance is not a cause for concern at this time.
- o In 18 States, the number of pending cases was lower than it was at the end of the previous quarter. Two States, Puerto Rico and Ohio, had decreases of more than 30% in the number of pending cases.
- o In 33 States, there were increases in the number of pending cases. Seven States, Alaska, Arkansas, Idaho, Iowa, Missouri, Oregon and Rhode Island, had increases of more than 30% in the number of pending cases.

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**HIGHER AUTHORITY APPEALS**

**45-Day Promptness Performance**

- o The National average for performance at the 45-day level for the quarter was 50.5%. This was 10.5 percentage points above the criterion (40.0%), 4.6 percentage points lower than the previous quarter, and 10.5 percentage points higher than the same quarter in FY 94.
- o Eight States did not meet the 45-day criterion for the quarter, two fewer than in the previous quarter. One of these States, Connecticut, was very close to meeting the criterion with performance at 39.3% in 45 days.
- o Four States, District of Columbia, Illinois, Michigan, and New York, were more than 20 percentage points below the criterion.

**75-Day Promptness Performance**

- o The national average for performance at the 75-day level for the quarter (75.5%) was 4.5 percentage points below the criterion (80.0%), 0.2 percentage points lower than in the previous quarter, and 7.9 percentage points higher than during the same quarter in FY 94.
- o Ten States did not meet the 75-day criterion for the quarter, two fewer than the previous quarter. Two States, Idaho and Ohio, were fairly close to meeting the criterion with performance above 70% in 75 days. Five States, Colorado, District of Columbia, Illinois, Michigan, and New York, were more than 30 percentage points below the criterion.

**Workload**

- o Nationally, the number of pending cases increased 0.5% (200 cases) during the quarter. The average number of appeals filed per month was about 30 greater than the average number of decisions per month, which caused the small increase in the number of pending cases. The inventory of pending cases (38,800) at the end of the quarter was 2.62 times the average number of cases decided per month. This was slightly lower than the previous quarter, and is much higher than it should be.

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- o In 23 States, the number of pending cases was lower than it was at the end of the previous quarter. Six States had decreases of more than 30% in the number of pending cases.
- o In 26 States, there were increases in the number of pending cases. Eight States, Alabama, Indiana, Kentucky, Missouri, Montana, Nevada, New Jersey, and Tennessee, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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**PROMPTNESS DATA**

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	71.1%	87.3%	50.5%	75.5%
Change From Last Qtr. <sup>1</sup>	+2.7	+1.9	-4.6	-0.2
Change From Year Ago <sup>2</sup>	+7.0	+4.5	+10.5	+7.9
No. of States Below <sup>3</sup> Criterion or DLA	8	5	8	10
Change From Last Qtr.	-6	-2	-2	-2
Change From Same Qtr. Last Year	-6	-8	-8	-8

**WORKLOAD DATA**

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Qtr.	86,200	38,600
Appeals Filed During Qtr.	248,100	44,500
Appeals Decisions During Qtr.	245,600	44,400
Appeals Pending at End of This Qtr. <sup>4</sup>	83,900	38,800
Percentage Change From Last Qtr.	-2.7%	+0.5%
Percentage Change From Last Year	-10.4%	-2.8%

<sup>1</sup>Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

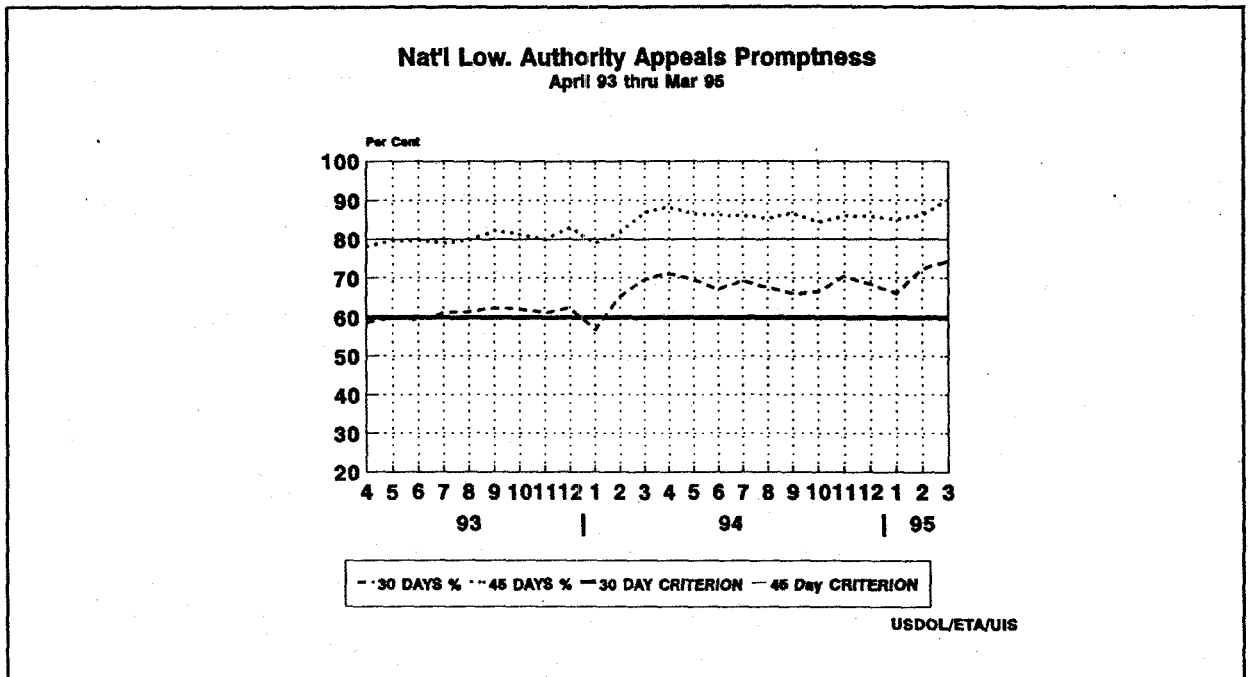
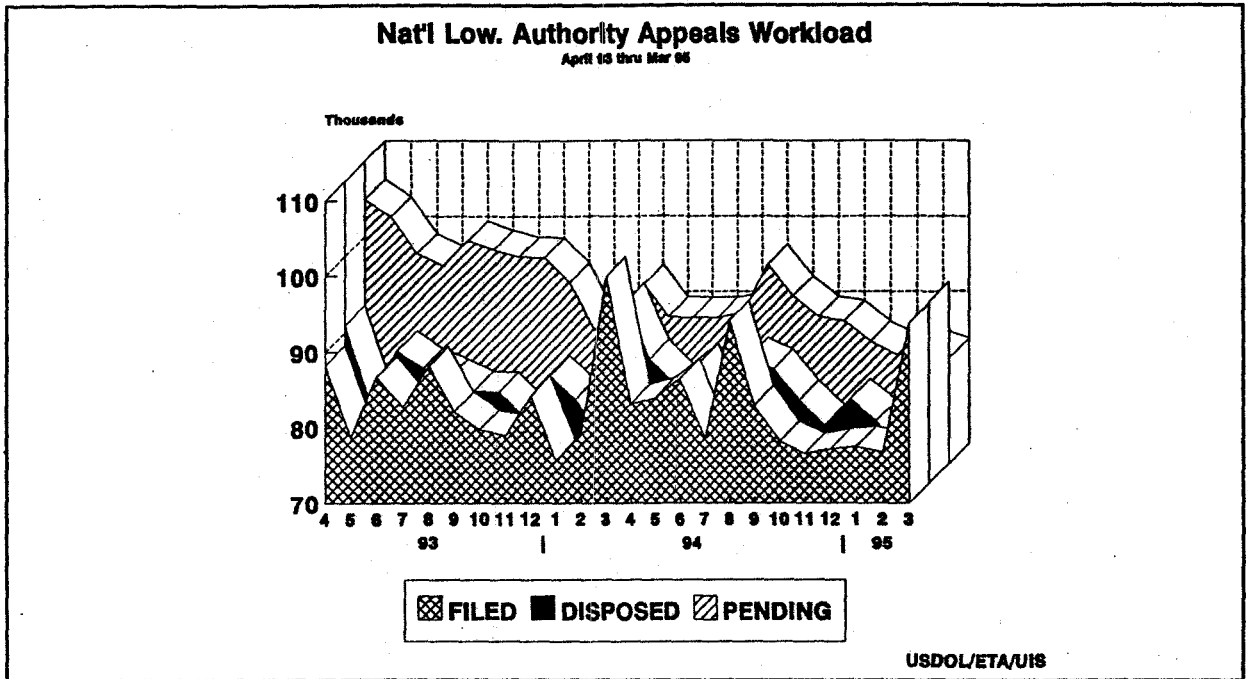
<sup>2</sup>Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

<sup>3</sup>No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

<sup>4</sup>Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

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**LOWER AUTHORITY APPEALS GRAPHS**



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**HIGHER AUTHORITY APPEALS GRAPHS**

